DOCUMENT RESUME

ED 469 071 JC 020 662

TITLE	Evaluation of NVCC Instruction, Services, and Facilities: Class of 2000. Research Report.
INSTITUTION	Northern Virginia Community Coll., Annandale. Office of Institutional Research.
REPORT NO	NVCC-OIR-RR-28-01
PUB DATE	2001-12-00
NOTE	34p.
PUB TYPE	Numerical/Quantitative Data (110) -- Reports - Research (143) -- Tests/Questionnaires (160)
EDRS PRICE	EDRS Price MF01/PC02 Plus Postage.
DESCRIPTORS	College Instruction; College Outcomes Assessment; Community Colleges; *Educational Assessment; Educational Facilities; Faculty Evaluation; Graduate Surveys; *Institutional Evaluation; Participant Satisfaction; Two Year Colleges
IDENTIFIERS	*Northern Virginia Community College

ABSTRACT

This report summarizes the results of a 1999-2000 survey administered to graduates of Northern Virginia Community Colleges (NVCC). The survey items are organized under the broad areas of assessing the education, instruction, faculty, services and facilities provided by the community colleges. The number of respondents for a given item varied from 570 to 932, as students did not respond to every question. In the assessment of education provided by the colleges, the items "technical knowledge in your area of study" and "awareness of many cultures" received the highest evaluations. The graduates were also highly satisfied with the instruction they received, with 89% of respondents indicating an "excellent" or "good" rating for the quality of instruction. Similarly, an overwhelming majority of students (84%) found the faculty teaching ability to be above average. In the evaluation of the facilities and services provided, however, more negative ratings were noticeable. Students were dissatisfied with parking and course advisement, and over 50% of the respondents reported that they did not make use of learning lab facilities, financial aid services or student activities. Tables reporting these results and results of individual NVCC campuses are provided. Survey instrument is appended. (Contains 24 tables.) (JCC)

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EVALUATION OF NVCC INSTRUCTION, SERVICES, AND FACILITIES: CLASS OF 2000

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Research Report No. 28-01

Office of Institutional Research
Northern Virginia Community College

December 2001

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NORTHERN VIRGINIA COMMUNITY COLLEGE

OFFICE OF INSTITUTIONAL RESEARCH

The purpose of the Office of Institutional Research is to conduct analytical studies and provide information in support of institutional planning, policy formulation and decision making. In addition, the office provides leadership and support in research related activities to members of the NVCC community engaged in planning and evaluating the institution's success in accomplishing its mission.

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EVALUATION OF NVCC INSTRUCTION, SERVICES, AND FACILITIES: CLASS OF 2000

Abstract

This report presents evaluations of NVCC instruction, services and facilities collected through the 1999-2000 graduate survey. The survey is mailed annually to graduates and provides an opportunity for respondents to evaluate NVCC on a wide range of areas including academic instruction, instructors, facilities and services, and others. In addition, the graduate survey contains questions regarding educational goals, employment, and the impact NVCC has had upon the continuing education of its graduates. Included in this report are the responses to survey questions in which graduates were asked to evaluate 40 different areas at NVCC. Based on the responses, an overall average was also calculated for each area.

Respondents evaluated the educational category of "Technical Knowledge in Your Area of Study" the highest with an overall rating of 3.13. This was followed by "Awareness of Many Cultures" (3.06), "Appreciating Other Points of View" (3.04), and "Cooperating with Others" (3.02). The instructional categories were evaluated favorably by all of the respondents. "Quality of Instruction" was rated the highest with an average score of 3.29 and with 89% of the evaluations being either "good" or "excellent." NVCC faculty also received high evaluations from the survey respondents. Between 66% and 84% of the evaluations for the faculty categories were either "excellent" or "good."

Among the evaluations given for NVCC services and facilities, "Registration" was evaluated favorably among all of the respondents. Other areas that obtained high ratings were the "Extended Learning Institute (ELI)," "Testing Lab Services," "Library Facilities," "Learning Lab Services," "Services for Students with Disabilities," and "Learning Lab Facilities."

EVALUATION OF NVCC INSTRUCTION, SERVICES, AND FACILITIES: CLASS OF 2000

Introduction

This report presents information pertaining to evaluations of NVCC, collected through the 1999-2000 NVCC graduate survey. The survey is mailed annually to graduates and contains questions regarding educational goals, employment, and the impact NVCC has had upon the continuing education of its graduates. The survey also allows graduates to evaluate their academic instruction at NVCC, their instructors, and the College facilities and services.[1]

This report presents responses to specific questions on the graduate survey in which respondents are asked to assess their College instruction. Specifically, respondents are asked to rate their NVCC education in written and verbal communication skills, mathematics, computer competencies, and interpersonal skills. Graduates are also asked to evaluate the quality of NVCC instruction, course content and grading policies. In addition, graduates are asked to evaluate NVCC faculty in terms of concern for students, teaching ability, availability, and advisement. Graduates are also given the opportunity to evaluate College services and facilities in such areas as counseling, laboratory services, library services, financial aid, registration, and others.

This report presents the evaluations given by 1999-2000 NVCC graduates and is divided into six sections.[2] Section I presents evaluations given by all of the survey respondents on their overall education at NVCC, instruction, faculty, and College services and facilities. Sections II through VI present the same information separately for each of the five campuses.

In addition to this document, two other reports have been published pertaining to the 1999-2000 graduate survey. OIR Report No. 26-01, *Graduate Survey Report: Class of 2000*, presents the major findings from the survey regarding graduates' educational goals, employment, and the impact NVCC has had on their continuing education. OIR Report 27-01, *Comments from NVCC Graduates by Campus: Class of 2000*, presents all of the written comments from the respondents of the graduate survey.

It should be noted that there is evidence in literature that those who respond to surveys are usually satisfied customers. This can result in higher positive evaluations and is known as the "selection bias." Many of the graduates, who were not satisfied with NVCC services, may not have responded to the graduate survey. Therefore, the graduate survey results could be slightly skewed in the positive direction. It is therefore possible that the results obtained for the 2000 graduate survey contain a slight positive bias.

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[1] A copy of the survey instrument is attached at the end of the report.

[2] In order to simplify the reading of this report, graduates of the academic year of 1999-2000 who were surveyed are referred to as 2000 graduates.

Section I: Evaluation of NVCC Instruction, Services, and Facilities by Respondents from All Campuses

Evaluation of NVCC Education

Graduates evaluated 40 areas at NVCC based on a scale of "excellent," "good," "average," "below average," "poor," and "no basis to judge/did not use." The areas that respondents evaluated fell into four broad categories: education, instruction, faculty, and services and facilities. The percentages shown for each category in a table are based on the number of responses received for that question and include responses of "did not use" and "no basis to judge." The sample sizes may vary because some of the graduates did not respond to each question.

Based on the respondents' ratings, an overall average was calculated for each of the 40 areas (labeled as "rating (average)" in the tables). A response of "excellent" received 4 points, a response of "good" 3 points, a response of "average" 2 points, a response of "below average" 1 point, and a response of "poor" did not receive any points. Responses of "no basis to judge" or "did not use" were not entered intc the calculation.

Table 1 shows how respondents to the 2000 graduate survey rated their general education at NVCC. The highest overall rating was obtained for the category of "Technical Knowledge in Your Area of Study" (3.13), followed by "Awareness of Many Cultures" (3.06), "Appreciating Other Points of View" (3.04), "Cooperating With Others" (3.02), "Speaking Effectively" (2.95), and "Writing Effectively" (2.94). In addition, between 69% and 76% of the ratings were either "excellent" or "good" for these areas.[3]

Less than 10% of the respondents evaluated any of the areas as either "below average" or "poor." Over 10% of the respondents, however, indicated that they had "no basis to judge" the areas of "Understanding International Issues" (33%), "Understanding Fundamental Scientific Concepts" (15%), "Providing Leadership" (14%), and "Understanding Math" (13%).

[3] Due to numerical rounding, some of the percentage totals do not add to 100.

Table 1: Rating of NVCC Education, All Respondents

NVCC Education	Excellent	Good	Average	Below Average	Poor	No Basis	Rating *	# of Responses
	%	%	%	%	%	%	(Average)	
Writing Effectively	22.8	46.5	22.3	2.2	0.7	5.5	2.94	861
Speaking Effectively	22.4	46.7	23.1	1.7	0.4	5.7	2.95	795
Understanding Math	19.7	36.6	24.7	4.5	1.3	13.2	2.79	721
Using Computers	24.8	38.4	22.4	4.2	1.3	8.9	2.89	767
Understanding International Issues	6.8	21.3	29.8	6.8	2.2	33.0	2.35	570
Cooperating with Others	28.5	40.8	21.0	1.9	0.7	7.1	3.02	786
Providing Leadership	17.9	37.6	25.5	4.1	1.3	13.5	2.77	735
Appreciating Other Points of View	29.2	41.4	20.9	1.3	0.7	6.4	3.04	813
Awareness of Many Cultures	31.0	38.3	17.9	2.3	1.1	9.3	3.06	789
Technical Knowledge in Your Area of Study	35.2	41.2	16.4	1.9	0.8	4.5	3.13	851
Understanding Fundamental Scientific Concepts	16.9	37.6	25.7	3.5	1.2	15.2	2.77	777

* In calculating the "rating" for each category, the "no basis to judge" responses were not included.

Evaluation of NVCC Instruction

Table 2 presents the respondents' evaluation of NVCC instruction. The overall ratings for all three categories were greater than 3.20, with "Quality of Instruction" being rated the highest (3.29). Eighty-nine percent of the respondents evaluated "Quality of Instruction" as either "excellent" or "good," followed by 87% who evaluated "Course Content" as either "excellent" or "good." In addition, 86% of the respondents evaluated "Fairness of Grading" as either "excellent" or "good." Less than 2% of the respondents evaluated any of the three categories as either "below average" or "poor."

Table 2: Rating of NVCC Instruction, All Respondents

NVCC Instruction	Excellent	Good	Average	Below Average	Poor	No Basis	Rating *	# Of Responses
	%	%	%	%	%	%	(Average)	
Quality of Instruction	41.1	48.3	9.1	1.0	0.3	0.2	3.29	932
Course Content	35.9	51.0	11.8	0.8	0.3	0.1	3.22	887
Fairness of Grading	37.3	48.6	12.3	1.3	0.4	0.1	3.21	905

* In calculating the "rating" for each category, the "no basis to judge" responses were not included.

Evaluation of NVCC Faculty

Overall, NVCC faculty received high evaluations from respondents. "Faculty Teaching Ability" was the highest evaluated area with an overall rating of 3.19 and 84% of the respondents evaluating it as either "excellent" or "good" (see Table 3). The area of "Faculty Concern for Students" was also evaluated favorably with an overall rating of 3.09 and 77% of the respondents rating it as either "excellent" or "good."

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Less than 10% of the evaluations for any of the areas of NVCC faculty were "below average" or less. The lowest evaluated area was "Faculty Advisement" with an overall rating of 2.84. This area also had the largest proportion of respondents who indicated they had "no basis to judge" (3%).

Table 3: Rating of NVCC Faculty, All Respondents

NVCC Faculty	Excellent	Good	Average	Below Average	Poor	No Basis	Rating *	# Of Responses
	%	%	%	%	%	%	(Average)	
Faculty Concern for Students	38.0	38.6	17.6	2.9	1.9	1.0	3.05	927
Faculty Teaching Ability	37.6	46.5	12.8	1.2	1.2	0.7	3.19	886
Faculty Availability	33.1	42.0	19.4	2.6	1.6	1.3	3.04	880
Faculty Advisement	28.8	37.3	21.5	4.5	4.5	3.4	2.84	878

* In calculating the "rating" for each category, the "no basis to judge" responses were not included.

Evaluation of NVCC Services and Facilities

Respondents' evaluations of College services and facilities are presented in Table 4. "Registration" was the only service that received an overall rating above a 3.00. Ratings given for all of the other areas fell between 2.12 and 2.92. Within this range, those areas that obtained the highest ratings were the "Extended Learning Institute," "Testing Lab Services," "Library Facilities," "Learning Lab Services," "Services for Students with Disabilities," and "Learning Lab Facilities." The areas of "Cafeteria" and "Parking" received the lowest overall ratings of 2.12 and 2.24 respectively. It is important to note, however, that over 50% of the respondents did not use ELI, financial aid services, learning lab facilities, services for students with disabilities, student activities, and writing lab services.

Relatively high proportions of "good" or "excellent" ratings were given to the areas of "Registration" (75%), "Library Facilities" (64%), "Testing Lab Services" (59%), "Computer Labs & Facilities" (56%), and "Bookstore" (55%). The other categories obtained "good" or "excellent" ratings from less than half of the respondents. "Parking," "Cafeteria," and "Course & Program Advisement" had the highest proportions of "below average" or "poor" ratings.

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Table 4: Rating of College Services & Facilities, All Respondents

NVCC Services & Facilities	Excellent	Good	Average	Below Average	Poor	Not Used	Rating *	# Of Responses
	%	%	%	%	%	%	(Average)	
Bookstore	14.5	40.2	34.1	5.0	3.8	2.3	2.58	853
Cafeteria	5.2	23.0	32.0	10.5	7.0	22.4	2.12	703
Campus Security Services	10.0	24.6	24.7	2.9	2.3	35.5	2.58	585
Career & Educational Planning Services	13.7	29.3	21.1	4.9	3.3	27.8	2.63	665
Classrooms	10.8	39.1	40.3	6.0	1.5	2.4	2.53	869
Computer Labs & Facilities	17.3	38.9	24.4	2.5	1.8	15.1	2.79	749
Course & Program Advisement	18.8	33.1	24.0	7.1	4.4	12.5	2.63	768
Extended Learning Institute Services (ELI)	13.9	18.3	9.5	1.6	1.6	55.2	2.92	400
Financial Aid	9.7	13.1	8.1	2.3	2.4	64.3	2.71	324
Learning Lab Facilities	8.6	24.6	14.9	1.6	0.1	50.2	2.80	440
Learning Lab Services	11.6	28.4	15.5	1.5	0.9	42.1	2.83	509
Library Facilities	21.4	42.2	26.0	2.9	0.1	7.4	2.88	805
Maintenance & Custodial Services	13.3	29.7	24.4	3.4	1.7	27.6	2.68	642
Parking	10.5	31.1	36.8	10.0	9.1	2.4	2.24	877
Personal Counseling	14.3	29.1	21.0	6.9	3.8	24.9	2.58	666
Physical Access	10.8	35.6	29.6	2.8	1.3	19.8	2.65	718
Registration	33.0	41.6	19.9	2.5	1.5	1.6	3.04	874
Science Labs & Equipment	10.2	29.1	24.3	3.1	1.4	32.0	2.64	594
Services For Students With Disabilities	5.3	9.9	6.5	1.2	0.2	76.9	2.81	206
Student Activities	5.2	14.0	13.9	2.9	2.1	61.9	2.45	340
Testing Lab Services	18.1	41.1	20.6	1.9	0.6	17.7	2.90	709
Writing Lab Services	8.0	21.2	13.1	0.9	0.7	56.1	2.79	379

* In calculating the "rating" for each category, the "did not use" responses were not included.

Section II: Evaluation of NVCC Instruction, Services, and Facilities by Alexandria Campus Respondents

Evaluation of NVCC Education

Table 5 presents the evaluations received from Alexandria Campus graduates regarding their NVCC education. The highest average rating was in the area of '"Awareness of Many Cultures" (3.18). Among all of the graduates who responded to the survey, the Alexandria Campus respondents evaluated "Awareness of Many Cultures" the highest. Other areas, which were rated highly by respondents, included "Technical Knowledge in Your Area of Study" (3.11), and "Appreciating Other Points of View" (3.01). All three areas also received the highest proportion of "good" or "excellent" ratings (over 70%).

The areas "Writing Effectively," "Speaking Effectively," "Using Computers," and "Cooperating with Others" were rated as "good" or "excellent" by over 60% of the respondents. Between 46% and 53% of the respondents rated "Understanding Math," "Understanding Fundamental Scientific Concepts," and "Providing Leadership" as "good" or "excellent." "Understanding International Issues" received the lowest proportion of favorable responses. Twenty-seven percent of the respondents rated their knowledge in this area as either "good" or "excellent," 33% rated it "average," and 34% felt that they did not have a basis to judge.

Table 5: Rating of NVCC Education, Alexandria Campus Respondents

NVCC Education	Excellent	Good	Average	Below Average	Poor	No Basis	Rating *	# Of Responses
	%	%	%	%	%	%	(Average)	
Writing Effectively	21.7	41.5	27.1	2.7	0.8	6.2	2.86	242
Speaking Effectively	22.4	42.3	27.8	1.7	0.0	5.8	2.91	227
Understanding Math	15.8	30.0	31.7	6.7	1.7	14.2	2.60	206
Using Computers	23.0	39.9	20.6	5.8	1.6	9.1	2.85	221
Understanding International Issues	6.7	20.4	32.9	4.6	1.7	33.8	2.39	159
Cooperating With Others	25.8	42.1	19.6	2.5	1.2	8.8	2.97	219
Providing Leadership	15.8	37.8	22.8	5.8	1.2	16.6	2.73	201
Appreciating Other Points of View	28.1	42.2	21.7	1.6	0.8	5.6	3.01	235
Awareness of Many Cultures	37.3	38.2	15.3	1.6	0.8	6.8	3.18	232
Technical Knowledge in Your Area of Study	33.9	41.6	16.7	2.7	0.4	4.7	3.11	245
Understanding Fundamental Scientific Concepts	13.1	32.7	28.1	4.2	1.2	20.8	2.66	206

* In calculating the "rating" for each category, the "no basis to judge" responses were not included.

Evaluation of NVCC Instruction

The evaluations of NVCC instruction by Alexandria Campus graduates are presented in Table 6. The three instructional categories received overall ratings of 3.25 or higher. The highest proportion of "good" or "excellent" ratings were given to the area of "Quality of

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Instruction," followed by "Fairness of Grading," and "Course Content." Less than 2% of the Alexandria Campus respondents evaluated any of the areas as either "below average" or "poor."

Table 6: Rating of NVCC Instruction, Alexandria Campus Respondents

NVCC Instruction	Excellent	Good	Average	Below Average	Poor	No Basis	Rating *	# Of Responses
	%	%	%	%	%	%	(Average)	
Quality of Instruction	45.1	45.8	8.0	0.8	0.0	0.4	3.36	263
Course Content	39.1	48.4	11.3	1.2	0.0	0.0	3.25	256
Fairness of Grading	41.8	46.9	10.9	0.4	0.0	0.0	3.30	256

* In calculating the "rating" for each category, the "no basis to judge" responses were not included.

Evaluation of NVCC Faculty

As shown in Table 7, "Faculty Teaching Ability" was the highest evaluated area (3.25) for NVCC faculty. Eighty-six percent of the respondents rated the teaching ability of Alexandria Campus instructors as either "good" or "excellent." The second highest average score was 3.17 for "Faculty Concern for Students." Seventy-seven percent of the respondents rated "Faculty Concern for Students" as either "excellent" or "good."

"Faculty Advisement" received the lowest average rating (2.88). Sixty-five percent of the respondents regarded "Faculty Advisement" as either "good" or "excellent." Twenty-five percent felt it was "average," and 6% evaluated this area as "below average" or "poor." The remaining 4% of the respondents had no basis to judge.

Table 7: Rating of NVCC Faculty, Alexandria Campus Respondents

NVCC Faculty	Excellent	Good	Average	Below Average	Poor	No Basis	Rating *	# Of Responses
	%	%	%	%	%	%	(Average)	
Faculty Concern for Students	41.3	35.6	20.5	1.5	0.4	0.8	3.17	262
Faculty Teaching Ability	41.5	44.4	11.7	1.2	0.8	0.4	3.25	247
Faculty Availability	37.2	36.8	21.2	1.6	1.6	1.6	3.08	246
Faculty Advisement	29.6	35.2	24.9	3.2	3.2	4.0	2.88	243

* In calculating the "rating" for each category, the "no basis to judge" responses were not included.

Evaluation of NVCC Services and Facilities

The top five overall scores obtained for NVCC services and facilities at the Alexandria Campus were "Registration" (3.06), "Testing Lab Services" (2.92), "Extended Learning Institute (ELI)" (2.87), "Library Facilities" (2.84), and "Services for Students with Disabilities" (2.84). Of these, the highest proportions of "excellent" or "good" evaluations were given to "Registration" (74%), "Testing Lab Services" (60%), and "Library Facilities"

(59%). The areas of "Bookstore," "Classrooms," and "Course & Program Advisement" were other areas that 50% or more of the respondents evaluated as either "excellent" or "good."

Over 50% of the Alexandria Campus respondents did not use the following services and facilities: "Services for Students with Disabilities" (75%), "Financial Aid" (62%), "Student Activities" (60%), "Extended Learning Institute" (53%), and "Writing Lab Services" (53%).

The highest proportions of "below average" or "poor" ratings were received for the categories of "Parking" (24%), "Cafeteria" (20%), "Personal Counseling" (13%), "Course & Program Advisement" (12%), "Career & Educational Planning Services" (11%), and "Bookstore" (11%).

Table 8: Rating of College Services & Facilities, Alexandria Campus Respondents

NVCC Services & Facilities	Excellent	Good	Average	Below Average	Poor	Not Used	Rating *	# Of Responses
	%	%	%	%	%	%	(Average)	
Bookstore	18.1	33.1	34.3	7.7	3.2	3.6	2.57	239
Cafeteria	6.2	22.5	30.2	12.8	7.4	20.9	2.09	204
Campus Security Services	11.0	24.7	26.3	1.2	2.7	34.1	2.61	168
Career & Educational Planning Services	16.7	26.5	21.4	6.2	4.7	24.5	2.59	194
Classrooms	11.5	41.7	33.7	7.5	2.0	3.6	2.55	243
Computer Labs & Facilities	20.6	31.3	25.8	2.8	2.0	17.5	2.80	208
Course & Program Advisement	20.8	29.2	25.2	8.0	4.0	12.8	2.63	218
Extended Learning Institute Services (ELI)	12.1	21.4	10.9	1.2	1.6	52.8	2.87	117
Financial Aid	10.0	13.5	10.0	2.8	1.6	62.2	2.73	95
Learning Lab Facilities	8.7	21.4	17.1	2.4	0.0	50.4	2.74	125
Learning Lab Services	8.1	25.1	19.4	2.0	0.8	44.5	2.68	137
Library Facilities	21.5	37.4	28.5	3.7	0.0	8.9	2.84	224
Maintenance & Custodial Services	11.4	26.0	25.2	3.1	1.2	33.1	2.65	170
Parking	10.6	28.3	32.7	12.2	11.8	4.3	2.14	243
Personal Counseling	18.9	26.9	24.1	8.4	4.4	17.3	2.57	206
Physical Access	13.0	36.4	28.1	2.0	1.2	19.4	2.72	204
Registration	35.2	38.4	21.2	2.4	1.2	1.6	3.06	246
Science Labs & Equipment	10.7	24.6	19.3	2.5	0.4	42.6	2.74	140
Services For Students With Disabilities	5.9	11.0	6.7	1.6	0.0	74.8	2.84	64
Student Activities	6.7	11.0	16.9	2.7	2.7	60.0	2.40	102
Testing Lab Services	19.8	40.3	21.0	2.1	0.4	16.5	2.92	203
Writing Lab Services	8.5	21.5	16.2	0.8	0.4	52.6	2.78	117

* In calculating the "rating" for each category, the "did not use" responses were not included.

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Section III: Evaluation of NVCC Instruction, Services, and Facilities by Annandale Campus Respondents

Evaluation of NVCC Education

Table 9 presents evaluations from the Annandale Campus respondents regarding their NVCC education. Areas that respondents evaluated highly were "Technical Knowledge in Your Area of Study" (3.16), "Awareness of Many Cultures" (3.10), "Appreciating Other Points of View" (3.02), and "Cooperating with Others" (3.00). Between 68% and 77% of the evaluations received for these areas were either "excellent" or "good." The Annandale Campus respondents evaluated the area of "Technical Knowledge in Your Area of Study" the highest among all of the respondents to the graduate survey.

Other areas that Annandale Campus respondents evaluated favorably included "Writing Effectively," "Speaking Effectively," and "Understanding Math." Between 63% and 67% of the ratings for these areas were either "excellent" or "good" (see Table 9).

"Understanding International Issues" received the lowest percentage of "good" or "excellent" ratings (34%) and the highest percentage of "below average" or "poor" ratings (9%). In addition, a high percentage of survey respondents (31%) felt that they had no basis to rate their understanding of international issues.

Table 9: Rating of NVCC Education, Annandale Campus Respondents

NVCC Education	Excellent	Good	Average	Below Average	Poor	No Basis	Rating *	# Of Responses
	%	%	%	%	%	%	(Average)	
Writing Effectively	22.8	44.5	23.6	2.1	0.5	6.4	2.93	349
Speaking Effectively	21.6	44.4	24.8	2.9	0.3	6.1	2.90	326
Understanding Math	24.3	38.3	19.3	4.1	0.9	13.2	2.93	297
Using Computers	24.3	36.4	24.0	4.4	1.5	9.4	2.86	309
Understanding International Issues	9.7	24.0	26.0	8.0	1.1	31.1	2.48	241
Cooperating With Others	29.2	39.8	22.9	1.7	0.9	5.4	3.00	330
Providing Leadership	20.8	34.1	27.5	4.6	1.7	11.3	2.76	307
Appreciating Other Points of View	29.9	37.7	23.4	1.4	0.6	7.0	3.02	330
Awareness of Many Cultures	33.9	38.4	16.7	2.3	1.1	7.6	3.10	327
Technical Knowledge in Your Area of Study	38.7	38.4	17.4	1.7	0.8	3.0	3.16	351
Understanding Fundamental Scientific Concepts	20.3	39.0	24.9	2.9	0.5	12.3	2.86	328

* In calculating the "rating" for each category, the "no basis to judge" responses were not included.

Evaluation of NVCC Instruction

The evaluations of NVCC instruction by Annandale Campus respondents are presented in Table 10. The overall ratings exceeded 3.0 for all three areas of NVCC instruction. "Quality of Instruction" was rated the highest at 3.23, followed by "Course Content" (3.19) and "Fairness of Grading" (3.14). Between 83% and 87% of the respondents evaluated the three areas of NVCC instruction as either "excellent" or "good." In addition, the proportion of "below average" or "poor" evaluations were below 3% for each of the areas.

Table 10: Rating of NVCC Instruction, Annandale Campus Respondents

NVCC Instruction	Excellent	Good	Average	Below Average	Poor	No Basis	Rating *	# Of Responses
	%	%	%	%	%	%	(Average)	
Quality of Instruction	38.7	48.3	10.9	1.0	0.8	0.3	3.23	384
Course Content	35.0	50.4	13.2	0.8	0.3	0.3	3.19	362
Fairness of Grading	33.7	49.7	13.6	1.9	0.8	0.3	3.14	367

* In calculating the "rating" for each category, the "no basis to judge" responses were not included.

Evaluation of NVCC Faculty

Table 11 presents the overall ratings given by respondents from the Annandale Campus regarding NVCC faculty. "Faculty Teaching Ability" was evaluated the highest with an overall rating of 3.14. Eighty-two percent of the survey respondents evaluated this area as either "excellent" or "good." This was followed by "Faculty Concern for Students" (3.02) with 74% of the respondents evaluating this area as either "excellent" or "good."

"Faculty Availability" was evaluated slightly lower, with an overall rating of 3.00 and 74% of the respondents evaluating it as either "excellent" or "good." The lowest overall rating was given to "Faculty Advisement" (2.81). The proportion of "good" or "excellent" ratings for this area was 67%. "Faculty Advisement" also received the highest percentage of "below average" or "poor" ratings (11%).

Table 11: Rating of NVCC Faculty, Annandale Campus Respondents

NVCC Faculty	Excellent	Good	Average	Below Average	Poor	No Basis	Rating *	# Of Responses
	%	%	%	%	%	%	(Average)	
Faculty Concern for Students	36.3	38.1	18.8	2.6	3.6	0.5	3.02	386
Faculty Teaching Ability	36.2	45.8	13.9	1.1	2.1	0.8	3.14	370
Faculty Availability	31.2	42.9	19.3	3.3	1.9	1.4	3.00	363
Faculty Advisement	29.4	37.1	19.6	5.3	5.8	2.7	2.81	367

* In calculating the "rating" for each category, the "no basis to judge" responses were not included.

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Evaluation of NVCC Services and Facilities

Table 12 presents the evaluations by Annandale Campus graduates of NVCC services and facilities. Over 50% of the respondents evaluated the following categories as either "excellent" or "good": "Registration" (71%), "Library Facilities" (64%), "Bookstore" (61%), "Computer Labs & Facilities" (58%), "Testing Lab Services" (58%), and "Course & Program Advisement" (52%).

Annandale Campus respondents did not use or evaluate several of the NVCC services and facilities listed on the graduate survey. Services that more than 50% of the respondents did not use were "Services for Students with Disabilities" (75%), "Extended Learning Institute (ELI)" (61%), "Financial Aid" (61%), "Student Activities" (61%), and "Writing Lab Services" (59%). In addition, some of the areas which received "below average" or "poor" ratings included "Cafeteria" (11%), "Course & Program Advisement" (11%), and "Parking" (16%).

Table 12: Rating of College Services & Facilities, Annandale Campus Respondents

NVCC Services & Facilities	Excellent	Good	Average	Below Average	Poor	Not Used	Rating *	# Of Responses
	%	%	%	%	%	%	(Average)	
Bookstore	13.8	46.9	32.2	2.5	2.5	2.0	2.68	347
Cafeteria	5.4	27.0	36.8	8.2	3.0	19.6	2.29	295
Campus Security Services	8.4	26.3	23.3	2.7	3.0	36.3	2.54	235
Career & Educational Planning Services	12.1	30.3	19.2	3.9	2.6	31.8	2.66	259
Classrooms	10.3	35.1	45.1	5.7	1.9	1.9	2.47	361
Computer Labs & Facilities	14.4	43.9	23.3	2.5	2.5	13.3	2.75	312
Course & Program Advisement	17.8	34.3	22.0	5.8	5.0	15.0	2.64	305
Extended Learning Institute Services (ELI)	12.4	16.0	7.7	1.9	1.1	60.9	2.94	142
Financial Aid	9.9	14.5	7.8	3.2	3.2	61.3	2.64	144
Learning Lab Facilities	7.0	27.5	13.5	2.0	0.3	49.7	2.78	179
Learning Lab Services	10.9	30.7	12.8	1.1	1.4	43.0	2.85	204
Library Facilities	18.8	45.1	24.6	2.8	0.3	8.4	2.87	327
Maintenance & Custodial Services	12.2	30.1	26.5	5.0	3.3	22.9	2.56	279
Parking	9.9	32.8	38.4	7.5	8.6	2.7	2.29	362
Personal Counseling	11.4	28.6	18.5	6.8	3.5	31.1	2.55	253
Physical Access	7.8	35.1	31.6	2.7	2.2	20.5	2.55	294
Registration	29.7	41.2	22.0	3.3	1.9	1.9	2.95	357
Science Labs & Equipment	8.3	30.6	28.1	4.4	2.5	26.2	2.51	268
Services For Students With Disabilities	4.7	11.4	6.7	1.4	0.6	75.2	2.74	89
Student Activities	4.7	16.3	14.4	2.5	1.7	60.5	2.50	143
Testing Lab Services	14.8	42.9	19.9	2.3	0.6	19.6	2.86	283
Writing Lab Services	6.3	23.6	10.1	0.6	0.9	58.6	2.82	144

* In calculating the "rating" for each category, the "did not use" responses were not included.

Section IV: Evaluation of NVCC Instruction, Services, and Facilities by Loudoun Campus Respondents

Evaluation of NVCC Education

The evaluations of NVCC education given by Loudoun Campus respondents are summarized in Table 13. The five areas that received the highest proportion of "excellent" or "good" evaluations were "Speaking Effectively" (78%), "Technical Knowledge in Your Area of Study" (77%), "Using Computers" (76%), "Appreciating Other Points of View" (75%), and "Writing Effectively" (72%). Except for "Writing Effectively" these areas also received the highest overall ratings exceeding 3.00. "Understanding International Issues" received the lowest average rating (2.00). Thirty-three percent of the respondents rated this area as "average" and 36% of the respondents stated that they had no basis to judge their knowledge of international issues.

Table 13: Rating of NVCC Education, Loudoun Campus Respondents

NVCC Education	Excellent	Good	Average	Below Average	Poor	No Basis	Rating *	# Of Responses
	%	%	%	%	%	%	(Average)	
Writing Effectively	27.0	44.9	21.3	2.2	1.1	3.4	2.98	86
Speaking Effectively	24.1	54.2	16.9	0.0	1.2	3.6	3.04	80
Understanding Math	21.0	40.7	27.2	0.0	2.5	8.6	2.85	74
Using Computers	26.5	49.4	12.0	2.4	1.2	8.4	3.07	76
Understanding International Issues	2.4	14.5	32.5	9.6	4.8	36.1	2.00	53
Cooperating With Others	33.8	35.0	18.8	5.0	0.0	7.5	3.05	74
Providing Leadership	17.9	42.9	22.6	4.8	1.2	10.7	2.80	75
Appreciating Other Points of View	33.3	41.7	14.3	2.4	2.4	6.0	3.08	79
Awareness of Many Cultures	20.7	39.1	21.8	3.4	3.4	11.5	2.79	77
Technical Knowledge in Your Area of Study	36.0	40.7	15.1	3.5	0.0	4.7	3.15	82
Understanding Fundamental Scientific Concepts	18.0	34.8	23.6	3.4	2.2	18.0	2.77	73

* In calculating the "rating" for each category, the "no basis to judge" responses were not included.

Evaluation of NVCC Instruction

Table 14 presents the evaluations from Loudoun Campus respondents concerning the instruction they received at NVCC. The area of "Quality of Instruction" received the highest overall rating at 3.34 and 90% of the respondents evaluated this area as either "excellent" or "good." "Fairness of Grading" was also highly evaluated with 40% of the respondents rating it as "excellent" and 48% rating it as "good" (with an overall rating of 3.26). Thirty-six percent of the respondents evaluated the area of "Course Content" as "excellent" and 53% evaluated it as "good." Overall, 2% or less of the respondents evaluated any of the areas as either "below average" or "poor."

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Table 14: Rating of NVCC Instruction, Loudoun Campus Respondents

NVCC Instruction	Excellent	Good	Average	Below Average	Poor	No Basis	Rating *	# Of Responses
	%	%	%	%	%	%	(Average)	
Quality of Instruction	45.2	45.2	8.6	1.1	0.0	0.0	3.34	93
Course Content	35.6	52.9	9.2	1.1	1.1	0.0	3.21	87
Fairness of Grading	39.6	48.4	11.0	1.1	0.0	0.0	3.26	91

* In calculating the "rating" for each category, the "no basis to judge" responses were not included.

Evaluation of NVCC Faculty

The evaluations of NVCC faculty by Loudoun Campus respondents are presented in Table 15. With the exception of "Faculty Advisement," the average ratings for these categories were above 3.00. "Faculty Teaching Ability" received the highest average score (3.26), followed by "Faculty Concern for Students" (3.23), "Faculty Availability" (3.16), and "Faculty Advisement" (2.93).

The categories "Faculty Concern for Students," "Faculty Teaching Ability," and "Faculty Availability" were rated as "good" or "excellent" by over 82% of the respondents (see Table 15). Among all of the graduates who responded to the survey, the Loudoun Campus respondents evaluated NVCC faculty the highest in these three categories.

Table 15: Rating of NVCC Faculty, Loudoun Campus Respondents

NVCC Faculty	Excellent	Good	Average	Below Average	Poor	No Basis	Rating *	# Of Responses
	%	%	%	%	%	%	(Average)	
Faculty Concern for Students	41.8	40.7	14.3	2.2	0.0	1.1	3.23	90
Faculty Teaching Ability	41.2	47.1	8.2	3.5	0.0	0.0	3.26	85
Faculty Availability	33.3	49.4	14.9	1.1	0.0	1.1	3.16	86
Faculty Advisement	25.0	46.6	19.3	4.5	1.1	3.4	2.93	85

* In calculating the "rating" for each category, the "no basis to judge" responses were not included.

Evaluation of NVCC Services and Facilities

The evaluations of NVCC services and facilities by Loudoun Campus respondents are shown in Table 16. The following areas were evaluated as either "excellent" or "good" by 50% or more of the respondents: "Registration" (80%), "Library Facilities" (63%), "Computer Labs & Facilities" (62%), "Testing Lab Services" (58%), "Course & Program Advisement" (57%), "Classrooms" (52%), and "Bookstore" (50%).

The highest overall rating was for the area of "Registration" (3.21), followed by "Learning Lab Services" (3.12), "Services for Students with Disabilities" (3.06), "Extended Learning Institute" (3.02), and "Learning Lab Facilities" (3.02). It is important to note, however, that over 40% of the respondents had not used "Services for Students with Disabilities" (82%),

"Extended Learning Institute" (53%), "Learning Lab Facilities" (51%), and "Learning Lab Services" (41%).

More than 10% of the evaluations for "Cafeteria" (35%), "Parking" (28%), "Course & Program Advisement" (15%), and "Bookstore" (13%) were either "below average" or "poor" (see Table 16). "Cafeteria" received the lowest rating (1.4) of all the facilities and services at the Loudoun Campus.

Table 16: Rating of College Services & Facilities, Loudoun Campus Respondents

NVCC Services & Facilities	Excellent	Good	Average	Below Average	Poor	Not Used	Rating *	# Of Responses
	%	%	%	%	%	%	(Average)	
Bookstore	14.0	36.0	34.9	5.8	7.0	2.3	2.45	84
Cafeteria	1.1	12.4	15.7	16.9	18.0	36.0	1.40	57
Campus Security Services	12.0	19.6	21.7	5.4	3.3	38.0	2.51	57
Career & Educational Planning Services	12.2	31.1	26.7	2.2	3.3	24.4	2.62	68
Classrooms	10.3	41.4	42.5	4.6	0.0	1.1	2.58	86
Computer Labs & Facilities	17.2	44.8	20.7	2.3	2.3	12.6	2.83	76
Course & Program Advisement	14.0	43.0	17.4	10.5	4.7	10.5	2.57	77
Extended Learning Institute Services (ELI)	14.6	21.3	9.0	2.2	0.0	52.8	3.02	42
Financial Aid	7.6	7.6	7.6	0.0	3.3	73.9	2.63	24
Learning Lab Facilities	11.2	28.1	10.1	0.0	0.0	50.6	3.02	44
Learning Lab Services	19.8	27.9	10.5	1.2	0.0	40.7	3.12	51
Library Facilities	18.1	44.6	27.7	6.0	0.0	3.6	2.78	80
Maintenance & Custodial Services	14.8	30.7	26.1	1.1	0.0	27.3	2.81	64
Parking	9.2	29.9	33.3	16.1	11.5	0.0	2.09	87
Personal Counseling	12.6	28.7	19.5	4.6	2.3	32.2	2.66	59
Physical Access	10.2	33.0	30.7	5.7	0.0	20.5	2.60	70
Registration	43.3	36.7	16.7	1.1	1.1	1.1	3.21	89
Science Labs & Equipment	12.8	29.1	26.7	3.5	1.2	26.7	2.67	63
Services For Students With Disabilities	6.6	5.5	5.5	0.0	0.0	82.4	3.06	16
Student Activities	4.4	13.3	7.8	6.7	0.0	67.8	2.48	29
Testing Lab Services	18.4	39.1	19.5	0.0	0.0	23.0	2.99	67
Writing Lab Services	10.2	14.8	11.4	1.1	0.0	62.5	2.91	33

* In calculating the "rating" for each category, the "did not use" responses were not included.

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Section V: Evaluation of NVCC Instruction, Services and Facilities by Manassas Campus Respondents

Evaluation of NVCC Education

Table 17 presents the evaluations of NVCC education given by Manassas Campus respondents. Over 70% of the respondents evaluated "Speaking Effectively" (81%), "Writing Effectively" (80%), "Technical Knowledge in Your Area of Study" (75%), and "Appreciating Other Points of View" (74%) as either "excellent" or "good." These four areas also had overall ratings above a 3.00. Among all five campuses, the highest evaluations for "Speaking Effectively" were received from the Manassas Campus.

The area that received the lowest average rating was "Understanding International Issues" (2.13). Twenty-one percent of the Manassas Campus respondents evaluated this area as either "excellent" or "good," while 32% evaluated it as "average," 11% as either "below average" or "poor," and 37% stated they had no basis to judge their knowledge in this area (see Table 17).

Other areas in which a relatively high percentage of respondents indicated that they had "no basis to judge" included "Understanding Math" (11%), "Providing Leadership" (15%), "Awareness of Many Cultures" (17%), and "Understanding Fundamental Scientific Concepts" (10%) (see Table 17).

Table 17: Rating of NVCC Education, Manassas Campus Respondents

NVCC Education	Excellent	Good	Average	Below Average	Poor	No Basis	Rating *	# Of Responses
	%	%	%	%	%	%	(Average)	
Writing Effectively	21.2	58.8	17.6	1.2	0.0	1.2	3.01	84
Speaking Effectively	26.9	53.8	14.1	0.0	0.0	5.1	3.14	74
Understanding Math	19.7	43.4	23.7	2.6	0.0	10.5	2.90	68
Using Computers	23.8	35.0	32.5	1.3	0.0	7.5	2.88	74
Understanding International Issues	3.7	17.1	31.7	6.1	4.9	36.6	2.13	52
Cooperating With Others	22.2	46.9	25.9	0.0	0.0	4.9	2.96	77
Providing Leadership	15.9	40.2	28.0	0.0	1.2	14.6	2.81	70
Appreciating Other Points of View	25.3	48.2	21.7	0.0	0.0	4.8	3.04	79
Awareness of Many Cultures	25.3	31.3	25.3	0.0	1.2	16.9	2.96	69
Technical Knowledge in Your Area of Study	30.6	44.7	16.5	0.0	1.2	7.1	3.11	79
Understanding Fundamental Scientific Concepts	23.6	38.2	22.5	2.2	3.4	10.1	2.85	80

* In calculating the "rating" for each category, the "no basis to judge" responses were not included.

Evaluation of NVCC Instruction

Table 18 displays the evaluations for NVCC instruction given by Manassas Campus respondents. Over 90% of the respondents evaluated "Quality of Instruction" (92%) and "Course Content" (91%) as either "excellent" or "good." Eighty-six percent of the respondents evaluated "Fairness of Grading" as either "excellent" or "good." The overall scores for each of the three areas were above 3.00. In addition, the categories of "Quality of Instruction" and "Course Content" did not receive any "below average" or "poor" evaluations.

Table 18: Rating of NVCC Instruction, Manassas Campus Respondents

NVCC Instruction	Excellent	Good	Average	Below Average	Poor	No Basis	Rating *	# Of Responses
	%	%	%	%	%	%	(Average)	
Quality of Instruction	38.6	53.4	8.0	0.0	0.0	0.0	3.31	88
Course Content	37.6	52.9	9.4	0.0	0.0	0.0	3.28	85
Fairness of Grading	36.4	50.0	11.4	2.3	0.0	0.0	3.20	88

* In calculating the "rating" category, the "no basis to judge" responses were not included.

Evaluation of NVCC Faculty

Table 19 presents the evaluations of NVCC faculty by Manassas Campus respondents. The highest rated category was "Faculty Teaching Ability." Eighty-seven percent of the respondents rated this area as either "excellent" or "good." All of the areas had an overall rating above a 3.00 and less than 4% of the respondents evaluated any of the areas as either "below average" or "poor."

Table 19: Rating of NVCC Faculty, Manassas Campus Respondents

NVCC Faculty	Excellent	Good	Average	Below Average	Poor	No Basis	Rating *	# Of Responses
	%	%	%	%	%	%	(Average)	
Faculty Concern for Students	41.4	41.4	12.6	3.4	0.0	1.1	3.22	86
Faculty Teaching Ability	35.3	51.8	11.8	0.0	0.0	1.2	3.24	84
Faculty Availability	31.3	47.0	16.9	2.4	1.2	1.2	3.06	82
Faculty Advisement	32.9	38.8	20.0	2.4	2.4	3.5	3.01	82

* In calculating the "rating" for each category, the "no basis to judge" responses were not included.

Evaluation of NVCC Services and Facilities

Table 20 presents the evaluations by the Manassas Campus respondents of NVCC services and facilities. Among those services and facilities that were evaluated, "Registration" received the highest rating with 78% of the respondents evaluating this

service as either "excellent" or "good." Other services and facilities with high "excellent" or "good" evaluations were "Library Facilities" (65%), "Bookstore" (64%), and "Testing Lab Services" (61%).

Several of the Manassas Campus services and facilities had overall ratings of 3.00 or more. These services were the "Extended Learning Institute" (3.05), "Registration" (3.04), and "Maintenance & Custodial Services" (3.00). It is important to note that many of the Manassas Campus respondents did not use some of the services and facilities. Areas that were not used by more than 50% of the respondents were "Services for Students with Disabilities" (77%), "Financial Aid" (63%), "Student Activities" (57%), and "Extended Learning Institute" (51%). The services and facilities with the largest percentage of "below average" or "poor" ratings were "Cafeteria" (17%) and "Parking" (10%).

Table 20: Rating of College Services & Facilities, Manassas Campus Respondents

NVCC Services & Facilities	Excellent	Good	Average	Below Average	Poor	Not Used	Rating *	# Of Responses
	%	%	%	%	%	%	(Average)	
Bookstore	11.8	51.8	34.1	2.4	0.0	0.0	2.73	85
Cafeteria	3.4	19.3	28.4	8.0	9.1	31.8	2.00	60
Campus Security Services	10.2	23.9	28.4	4.5	0.0	33.0	2.59	59
Career & Educational Planning Services	13.6	37.5	20.5	3.4	1.1	23.9	2.78	67
Classrooms	10.7	41.7	41.7	2.4	0.0	3.6	2.63	81
Computer Labs & Facilities	17.2	29.9	33.3	4.6	0.0	14.9	2.70	74
Course & Program Advisement	18.5	40.7	27.2	1.2	0.0	12.3	2.87	71
Extended Learning Institute Services (ELI)	19.5	16.1	11.5	1.1	1.1	50.6	3.05	43
Financial Aid	11.5	13.8	9.2	1.1	1.1	63.2	2.91	32
Learning Lab Facilities	11.6	25.6	22.1	0.0	0.0	40.7	2.82	51
Learning Lab Services	14.5	30.1	18.1	1.2	0.0	36.1	2.91	53
Library Facilities	28.2	36.5	30.6	1.2	0.0	3.5	2.95	82
Maintenance & Custodial Services	19.5	36.8	17.2	1.1	0.0	25.3	3.00	65
Parking	10.8	38.6	41.0	7.2	2.4	0.0	2.48	83
Personal Counseling	13.3	39.8	24.1	1.2	2.4	19.3	2.75	67
Physical Access	12.0	38.6	30.1	1.2	1.2	16.9	2.71	69
Registration	28.8	48.8	20.0	2.5	0.0	0.0	3.04	80
Science Labs & Equipment	14.3	29.8	23.8	2.4	0.0	29.8	2.80	59
Services For Students With Disabilities	4.6	10.3	8.0	0.0	0.0	77.0	2.85	20
Student Activities	4.7	18.8	14.1	4.7	1.2	56.5	2.49	37
Testing Lab Services	21.3	40.0	22.5	1.3	0.0	15.0	2.96	68
Writing Lab Services	10.0	22.5	18.8	0.0	1.3	47.5	2.76	42

* In calculating the "rating" for each category, the "did not use" responses were not included.

Section VI: Evaluation of NVCC Instruction, Services, and Facilities by Woodbridge Campus Respondents

Evaluation of NVCC Education

The evaluations of NVCC education by Woodbridge Campus respondents are presented in Table 21. Several areas had overall ratings above a 3.00 such as "Cooperating with Others" (3.20), "Appreciating Other Points of View" (3.16), "Technical Knowledge in Your Area of Study" (3.10), and "Writing Effectively" (3.07).

The highest evaluated area was "Writing Effectively" where 81% of the respondents rated this category as either "excellent" or "good." This was followed by 77% of the respondents who evaluated the area of "Technical Knowledge in Your Area of Study" as either "excellent" or "good." Other categories that respondents evaluated with high proportions of "excellent" or "good" ratings included "Appreciating Other Points of View" (77%), "Speaking Effectively" (75%), "Cooperating with Others" (74%), and "Using Computers" (65%).

The areas with comparatively large proportions of "below average" or "poor" evaluations were "Understanding International Issues" (9%) and "Understanding Math" (8%). These two categories also had the highest percentage of respondents who stated that they had no basis to judge. Specifically, 32% of the respondents had no basis to evaluate their knowledge of international issues and 17% of the respondents had no basis to rate their understanding of math.

Table 21: Rating of NVCC Education, Woodbridge Campus Respondents

NVCC Education	Excellent	Good	Average	Below Average	Poor	No Basis	Rating *	# Of Responses
	%	%	%	%	%	%	(Average)	
Writing Effectively	23.6	57.5	10.4	1.9	0.9	5.7	3.07	100
Speaking Effectively	20.2	54.3	18.1	0.0	1.1	6.4	2.99	88
Understanding Math	12.0	38.0	25.0	5.4	2.2	17.4	2.63	76
Using Computers	30.5	34.7	22.1	3.2	1.1	8.4	2.99	87
Understanding International Issues	3.1	22.9	32.3	6.3	3.1	32.3	2.25	65
Cooperating With Others	33.3	40.6	15.6	0.0	0.0	10.4	3.20	86
Providing Leadership	14.4	43.3	25.8	1.0	0.0	15.5	2.84	82
Appreciating Other Points of View	29.6	46.9	15.3	0.0	0.0	8.2	3.16	90
Awareness of Many Cultures	18.6	43.3	19.6	5.2	0.0	13.4	2.87	84
Technical Knowledge in Your Area of Study	29.7	47.5	12.9	1.0	2.0	6.9	3.10	94
Understanding Fundamental Scientific Concepts	7.7	46.2	26.9	4.8	1.0	13.5	2.63	90

* In calculating the "rating" for each category, the "no basis to judge" responses were not included.

Evaluation of NVCC Instruction

Table 22 presents evaluations of NVCC instruction by respondents from the Woodbridge Campus. Ninety-one percent of the respondents evaluated "Quality of Instruction" as either "excellent" or "good." Eighty-seven percent rated "Course Content" as either "excellent" or "good" and 86% of the respondents rated "Fairness of Grading" as either "excellent" or "good." The average scores for each of the three areas exceeded 3.10. In addition, less than 2% of the respondents evaluated any of the categories as either "below average" or "poor."

Table 22: Rating of NVCC Instruction, Woodbridge Campus Respondents

NVCC Instruction	Excellent	Good	Average	Below Average	Poor	No Basis	Rating *	# Of Responses
	%	%	%	%	%	%	(Average)	
Quality of Instruction	38.5	52.9	6.7	1.9	0.0	0.0	3.28	104
Course Content	29.9	56.7	12.4	0.0	1.0	0.0	3.14	97
Fairness of Grading	37.9	47.6	12.6	1.0	1.0	0.0	3.20	103

* In calculating the "rating" for each category, the "no basis to judge" responses were not included.

Evaluation of NVCC Faculty

Table 23 displays the evaluations of NVCC faculty by survey respondents from the Woodbridge Campus. "Faculty Teaching Ability" was rated highest with 81% of the respondents evaluating this category as either "excellent" or "good." This category also received the highest average score (3.11). "Faculty Concern for Students" and "Faculty Availability" received 74% and 72% of "excellent" or "good" responses respectively. The lowest percentage of "excellent" or "good" ratings (59%) was received for "Faculty Advisement." In addition, 14% of the respondents evaluated "Faculty Advisement" as either "below average" or "poor," and 5% had no basis to judge.

Table 23: Rating of NVCC Faculty, Woodbridge Campus Respondents

NVCC Faculty	Excellent	Good	Average	Below Average	Poor	No Basis	Rating *	# Of Responses
	%	%	%	%	%	%	(Average)	
Faculty Concern for Students	30.2	43.4	13.2	7.5	2.8	2.8	2.93	103
Faculty Teaching Ability	31.7	49.5	15.8	1.0	1.0	1.0	3.11	100
Faculty Availability	30.8	41.3	21.2	3.8	1.9	1.0	2.96	103
Faculty Advisement	24.5	34.0	22.6	6.6	7.5	4.7	2.64	101

* In calculating the "rating" for each category, the "no basis to judge" responses were not included.

Evaluation of NVCC Services and Facilities

Table 24 presents evaluations of NVCC services and facilities from the Woodbridge Campus respondents. Similar to the other campuses, "Registration" received the highest percentage of "excellent" or "good" ratings (83%) from respondents. This was followed by

"Library Facilities" with 75% of the respondents evaluating it as either "excellent" or "good," and "Computer Labs & Facilities" with 63% of the respondents evaluating it as "excellent" or "good."

Several of the College services and facilities were not used frequently by the Woodbridge Campus respondents. For example, approximately 83% of the respondents did not use services for students with disabilities, 73% did not use financial aid services, and 71% did not use student activities. In addition, over half of the respondents did not use "Learning Lab Facilities" (59%), and "Writing Lab Services" (57%).

Fifteen percent of more of the respondents from the Woodbridge Campus evaluated five services and facilities as either "below average" or "poor." These services were the "Bookstore" (19%), "Parking" (19%), "Cafeteria" (18%), "Course & Program Advisement" (18%), and "Personal Counseling" (16%).

Table 24: Rating of College Services & Facilities, Woodbridge Campus Respondents

NVCC Services & Facilities	Excellent	Good	Average	Below Average	Poor	Not Used	Rating *	# Of Responses
	%	%	%	%	%	%	(Average)	
Bookstore	11.0	28.0	40.0	9.0	10.0	2.0	2.21	98
Cafeteria	6.7	22.1	36.5	9.6	8.7	16.3	2.10	87
Campus Security Services	11.7	23.3	25.2	3.9	0.0	35.9	2.67	66
Career & Educational Planning Services	13.2	24.5	22.6	8.5	3.8	27.4	2.48	77
Classrooms	11.1	43.4	36.4	7.1	1.0	1.0	2.57	98
Computer Labs & Facilities	19.8	42.7	19.8	0.0	0.0	17.7	3.00	79
Course & Program Advisement	21.6	24.5	31.4	10.8	6.9	4.9	2.45	97
Extended Learning Institute Services (ELI)	18.1	18.1	11.4	1.0	4.8	46.7	2.82	56
Financial Aid	8.5	11.3	4.7	0.9	1.9	72.6	2.86	29
Learning Lab Facilities	9.0	18.0	13.0	1.0	0.0	59.0	2.85	41
Learning Lab Services	13.3	27.6	17.1	1.9	1.0	39.0	2.83	64
Library Facilities	27.6	46.9	19.4	0.0	0.0	6.1	3.09	92
Maintenance & Custodial Services	15.6	30.2	18.7	2.1	0.0	33.3	2.89	64
Parking	12.6	27.2	40.8	10.7	7.8	1.0	2.26	102
Personal Counseling	15.8	27.7	20.8	9.9	5.9	19.8	2.47	81
Physical Access	15.8	35.6	24.8	4.0	0.0	19.8	2.79	81
Registration	33.7	49.0	12.5	1.0	1.9	1.9	3.14	102
Science Labs & Equipment	10.3	34.0	20.6	0.0	1.0	34.0	2.80	64
Services For Students With Disabilities	5.0	5.0	5.0	2.0	0.0	83.2	2.76	17
Student Activities	4.0	9.9	9.9	0.0	5.0	71.3	2.28	29
Testing Lab Services	23.0	39.0	22.0	2.0	2.0	12.0	2.90	88
Writing Lab Services	9.0	17.0	13.0	3.0	1.0	57.0	2.70	43

* In calculating the "rating" for each category, the "did not use" responses were not included.

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Summary

This report presents evaluations provided by respondents to the 2000 graduate survey on NVCC education, instruction, faculty, and services and facilities. Graduates were given the opportunity to evaluate the College in selected academic categories and in areas such as quality of instruction, course content, fairness of grading, faculty teaching ability, faculty availability, counseling, lab services, library services, financial aid, registration, and others.

Respondents to the graduate survey evaluated 40 areas at NVCC using the scale of "excellent," "good," "average," "below average," "poor," and "no basis to judge/did not use." In addition, an overall average was calculated for each of the 40 areas based on the respondents' ratings. The overall averages ranged from zero (lowest possible average) to four (highest possible average).

Overall, the educational category of "Technical Knowledge in Your Area of Study" was evaluated the highest at 3.13, followed by "Awareness of Many Cultures" (3.06), "Appreciating Other Points of View" (3.04), and "Cooperating with Others" (3.02). These areas also received the highest proportion of "good" or "excellent" ratings (between 69% and 76%).

The instructional categories were evaluated favorably by all of the respondents. "Quality of Instruction" was rated the highest with an average score of 3.29 and with 89% of the evaluations being either "good" or "excellent." This was followed by "Course Content" with an average score of 3.22 and 87% of the responses being either "good" or "excellent." Among the instructional categories that were evaluated by respondents, "Fairness of Grading" received the highest proportion of "average" or "below average" responses (14%).

NVCC faculty also received high evaluations from the survey respondents. Except for "Faculty Advisement," all of the categories had average scores exceeding 3.00. Between 66% and 84% of the evaluations for all of the areas were either "excellent" or "good." In addition, less than 10% of the evaluations for any of the categories were "below average" or less.

Among the evaluations given for NVCC services and facilities, "Registration" was evaluated the highest among all of the respondents. A majority of the respondents did not use some of the services at NVCC such as "Extended Learning Institute Services (ELI)" (55%), "Financial Aid" (64%), "Services for Students with Disabilities" (77%), "Student Activities" (62%), and "Writing Lab Services" (56%).

Overall, graduates appeared to be satisfied with NVCC education, instruction, faculty, and with NVCC services and facilities. It is reasonable to assume that most of the 2000 NVCC graduates regarded their education at the College as a positive experience.

APPENDIX

2000 GRADUATE SURVEY INSTRUMENT

NORTHERN VIRGINIA COMMUNITY COLLEGE
Office Of Institutional Research
2000 Graduate Survey

Do not mark in this space

If the address on the envelope is incorrect, please make changes below.

Name _____

Address _____

_____

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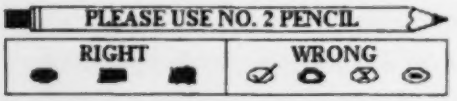
HOW TO FILL OUT THIS SURVEY:



Use a dark pencil or pen. To mark an answer, color in the circle next to the response of your choice. Do NOT mark answer with a check and do NOT circle it. See example below. After you have answered all the questions, please return this survey to NVCC using the pre- paid return envelope. This survey should take about 10 minutes to complete.

Section A : Educational Goals

Please answer all questions in Section A. Fill in the one box for each question that best describes your situation.

1. When you were attending NVCC, what was your primary goal?
   - Transfer to four-year college/university
   - Career training to enter work force
   - Improvement of job skills
   - Personal enrichment

2. Did your goal change while attending NVCC?
   - Yes
   - No

3. Was your educational goal achieved?
   - Yes
   - No

4. What is the HIGHEST degree you plan to earn in the future?
   - No degree
   - Associate degree
   - Bachelor's degree
   - Master's degree
   - Doctorate or Professional degree

5. What is your current occupational status?
   - Full-time employment (35 or more hours/week)
   - Part-time employment (Less than 35 hours/week)
   - Part-time employment but seeking full-time employment
   - Not employed but actively seeking employment
   - Not employed and not actively seeking employment

Section B : Current Educational Status

If you are currently a student, answer all the questions in Section B. Fill in one box for each question.
If you are NOT currently a student, respond to Question 6 and then go to Section C.

6. What is your current educational status?
   - Full-time student (Taking 12 or more credits)
   - Part-time student (Taking fewer than 12 credits)
   - Not a student (Go to Section C, skip the rest of Section B))

7. Name of the college/university you presently attend:

_____

8. What is your present major field of study?

_____

9. Is your present major:
   - Related to your NVCC major
   - Not related to your NVCC major

10. How do you rate your NVCC education as preparation for your present college studies?
    - Excellent Preparation
    - Adequate Preparation
    - Inadequate Preparation

11. Did you have difficulty in transferring most of your NVCC credit hours to your transfer college?
    - No (or Not Applicable)
    - Yes - What was the major reason for the difficulty?
      - Some NVCC credits were transferred as electives only
      - Entirely new field of study at transfer institution
      - Other _____

Section C : Current Employment Status

If you are currently employed (full or part-time), fill out this section. Otherwise skip this section and go to Section D.

12. Please provide the following information about your current job (abbreviate if necessary).

    Name of Employer _____

    Street Address _____

    City, State, Zip _____

13. What is your job title? _____

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14. Is your current job related to your NVCC degree/certificate?
- Yes - Related
- No - Not Related

15. When did you obtain your current job?
- Before attending NVCC
- While attending NVCC
- After graduating from NVCC

16. Did your NVCC education help you obtain your current job?
- Yes
- No

17. Did your NVCC education help you - (mark all that apply)
- Get a salary increase in your job?
- Gain a promotion?
- Get a better job with new employer?
- Other (specify)_____

18. What is your annual gross income before deductions? (DO NOT include overtime)

$ | | | , | | | |

Section D : Assessment of College Instruction

19. Considering your OVERALL experience, rate your education at NVCC. Fill in only one box for each question.

	Excellent	Good	Average	Below Average	Poor	No Basis to Judge
A. Writing Effectively						
B. Speaking Effectively						
C. Understanding Mathematics						
D. Using Computers						
E. Understanding International Issues						
F. Cooperating With Others						
G. Providing Leadership						
H. Appreciating Other Points of View						
I. Awareness of Many Cultures						
J. Technical Knowledge in Your Area of Study						
K. Understanding Fundamental Scientific Concepts						

20. In the next section, please rate the instruction and faculty at NVCC. Fill in only one box for each question.

		Excellent	Good	Average	Below Average	Poor	No Basis to Judge
INSTRUCTION :	A. Quality of Instruction						
	B. Course Content						
	C. Fairness of Grading						
FACULTY:	A. Faculty Concern for Students						
	B. Faculty Teaching Ability						
	C. Faculty Availability						
	D. Faculty Advisement						

Section E : Assessment of College Services & Facilities

21. Please rate each of the items below by filling in only one box for each question.

	Excellent	Good	Average	Below Average	Poor	Did Not Use
1. Career & Educational Planning Services						
2. Personal Counseling						
3. Course & Program Advisement						
4. Testing Lab Services						
5. Learning Lab Services						
6. Writing Lab Services						
7. Extended Learning Institute Services (ELI)						
8. Registration						
9. Financial Aid						
10. Student Activities						
11. Campus Security Services						
12. Bookstore						
13. Services for Students with Disabilities						
14. Maintenance & Custodial Services						
15. Classrooms						
16. Science Labs & Equipment						
17. Computer Labs & Facilities						
18. Library Facilities						
19. Learning Lab Facilities						
20. Parking						
21. Cafeteria						
22. Physical Access						

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Thank you for your time. Write any comments on the next page. Mail survey using pre-paid envelope, NO postage is required.

NORTHERN VIRGINIA COMMUNITY COLLEGE
Office of Institutional Research
2000 Graduate Survey

COMMENTS: In a few words, please tell us what was best about your NVCC education, what were your major problems, and how the College might improve.

What was best about your NVCC education?

What were the major problems,if any, in your NVCC experience?

How can NVCC improve in its instruction and services?

OPTIONAL: Would you like to receive a telephone call to discuss any of your ratings? If so, please provide your name and telephone number.

Name: _____

Day Phone: _____

Evening Phone: _____

Thank you for taking the time to fill out this survey. Please return it, using the enclosed postage paid envelope to:
Office of Institutional Research, NVCC
4001 Wakefield Chapel Road
Annandale, VA 22003.

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NORTHERN VIRGINIA COMMUNITY COLLEGE
OFFICE OF INSTITUTIONAL RESEARCH
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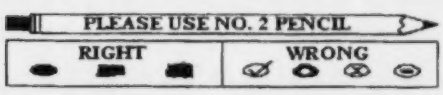

To mark an answer, use a dark pencil or pen and color in the circle next to the response of your choice. Do NOT mark your answer with a check and do NOT circle it.

After you have answered all the questions, please return this survey to Northern Virginia Community College (NVCC) using the pre-paid return envelope. This survey should take about 10 minutes to complete.

If you have any questions about the survey please do not hesitate to call the NVCC Office of Institutional Research at (703) 323-3129.

---

1. To what extent were you satisfied with each of these aspects of your community college degree program?

A. Education	Very much	Somewhat	Very little	Not at all	Not applicable
B. Advising	Very much	Somewhat	Very little	Not at all	Not applicable
C. Course availability	Very much	Somewhat	Very little	Not at all	Not applicable

2. Are you currently employed?

- Yes, full-time
- Yes, part-time
- No, actively seeking employment
- No, not actively seeking employment

If you are not currently employed skip the next 2 questions and continue with question #5.

3. To what extent is your community college degree program related to your current occupation?

Very much Somewhat Very little Not at all

4. To what extent does your community college degree program help you perform in the workplace?

Very much Somewhat Very little Not at all

5. Are you currently pursuing a bachelor's degree?

- Yes, full-time
- Yes, part-time
- Yes, completed a baccalaureate program
- Yes, but stopped before graduation
- No

If you are not currently pursuing a bachelor's degree then skip the next 2 questions and continue with question #8.

6. To what extent is this bachelor's degree program related to your community college degree program?

Very much Somewhat Very little Not at all

7. To what extent did your community college degree program prepare you academically for the bachelor's program?

Very much Somewhat Very little Not at all

8. To what extent did your community college degree program prepare you for responsible citizenship (e.g. better informed about your community and the political process)?

Very much Somewhat Very little Not at all

9. How much money did you borrow to pay for tuition, books and other educational expenses before you graduated from this community college?

- None
- $1,000 or less
- $1,001 - $3,000
- $3,001 - $5,000
- More than $5,000

Thank you for your time. Mail survey using the enclosed pre-paid envelope, no postage is required.

NORTHERN VIRGINIA COMMUNITY COLLEGE

COLLEGE MISSION AND GOALS

The mission of Northern Virginia Community College is to respond to the educational needs of its dynamic and diverse constituencies through an array of comprehensive programs and services that facilitate learning and workforce development in an environment of open access and through lifelong educational opportunities.

To achieve this mission, the following strategic goals for 2001-2003 are established:

Goal 1:
To provide a diverse, highly qualified, energetic, and dynamic faculty and staff dedicated to and enhancing student success.

Goal 2:
To develop and acquire adequate fiscal, capital, and community resources and to use them efficiently and effectively to provide the physical environment and tools necessary to assure student success.

Goal 3:
To provide an array of quality support services that enhance student success.

Goal 4:
To provide an instructional program that is accessible, affordable, and educationally sound that supports the needs of a diverse student body and enhances student success.

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